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E Deutschers, K de Ruyter, M Wetzels - Journal of Service Research, 2006 - jsr.sagepub.com

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F Thompson, ... - Organizational Research Methods, 2007 - orm.sagepub.com

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S Presser, MP Couper, JT Lessler, E Martin, J ... - Public Opinion Quarterly, 2004 - AAPOR

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